

4-27-05

3713  
826

Attorney Docket No. FINL-005/00US

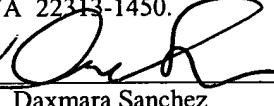
PATENT



Express Mail Label Number: EV459983591US  
Date of Deposit: April 26, 2005

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By:

  
Daxmara Sanchez

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**In re application of:** Daniel K. Burgin et al. **Confirmation No.:** 8505

**Serial No.:** 09/944,676 **Art Unit No.:** 3713

**Filed:** August 31, 2001 **Examiner:** Christman, Kathleen M.

**Title: "SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT"**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

## TRANSMITTAL OF RESPONSE

Enclosed are the following documents in response to the Office Action mailed on march 14, 2005 for the above-identified application:

- Amendment/Response
- Petition for Extension of Time
- Request for Approval of Drawing Changes
- Information Disclosure Statement
- Notice of Appeal
- Associate Power
- Revocation and New Power
- Change of Address
- Return receipt postcard
- Check No. \_\_\_\_ in the amount of \$ \_\_\_\_ for the total fee as calculated below
- Other: Postcard

The fee has been calculated as follows:

	NO. OF CLAIMS		EXTRA CLAIMS	RATE	FEE
Total Claims	17	- 20 =	0	x \$50.00	-
Independent Claims	3	- 3 =	0	x \$200.00	-
If multiple dependent claims are presented, add \$360.00					-
Total Amendment Fee					-
If small entity status is applicable, subtract 50% of Total Amendment Fee					
Other fees: (specify)					0
<b>TOTAL FEE DUE</b>					

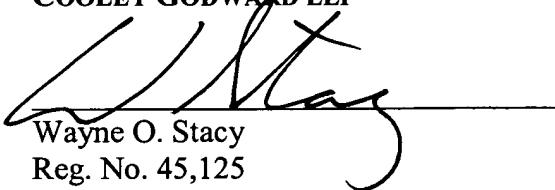
A check for the total fee is attached.

Please charge \$ to Deposit Account No. (PA) 03-3117 (RE) 50-1283 for the total fee. This paper is being submitted in duplicate.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

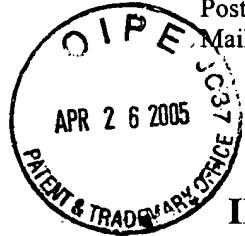
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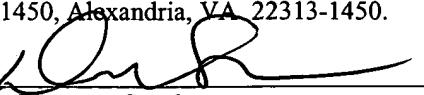
By:

Respectfully submitted,  
**COOLEY GODWARD LLP**  
  
Wayne O. Stacy  
Reg. No. 45,125

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

<b>In re application of:</b>	Daniel K. Burgin et al.	<b>Confirmation No.:</b>	8505
<b>Serial No.:</b>	09/944,676	<b>Art Unit No.:</b>	3713
<b>Filed:</b>	August 31, 2001	<b>Examiner:</b>	Christman, Kathleen M.

**Title: "SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT"**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

**AMENDMENT/RESPONSE TO OFFICE ACTION**

Sir:

In response to the Office Action of March 14, 2005, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page two of this paper.

**Remarks/Arguments** begin on page seven of this paper.